

Section 2: Outcomes and planned performance

2.1 OUTCOMES AND PERFORMANCE INFORMATION

Government outcomes are the intended results, impacts or consequences of actions by the Government on the Australian community. Agencies deliver programs that contribute to Government outcomes over the Budget and forward years.

Each outcome is described below, together with its related programs, specifying the performance indicators and targets used to assess and monitor the performance of the Department of Broadband, Communications and the Digital Economy in achieving Government outcomes.

Outcome 1: Develop a vibrant, sustainable and internationally competitive broadband, broadcasting and communications sector, through policy development, advice and program delivery, which promotes the digital economy for all Australians

Outcome 1 Strategy

The Department seeks to promote continued growth in consumer and business engagement in the digital economy. Household broadband internet access increased from 16 per cent of households in 2004-05 to 52 per cent in 2007-08, demonstrating the increasing proportion of consumers engaging in markets and social networks online¹. The proportion of businesses with internet access via a broadband connection grew from 41.5 per cent of businesses in 2003-04 to 90.5 per cent in 2006-07. Over this period, businesses with internet access that received orders via the internet or Web steadily increased from 12 per cent to 23.3 per cent of businesses².

The Department has structured its activities into three program areas designed to support the efficient, effective and transparent management of its responsibilities in achieving its outcome.

1. The **Broadband and Communications Infrastructure** program supports efficient investment in fast and reliable broadband and communications infrastructure across Australia through the following major projects and strategic activities during 2009-10:

- ongoing implementation of the Government's National Broadband Network initiative;

¹ ABS 2008, *Household Use of Information Technology, Australia, 2007-08, Cat. No. 8146.0*.

² ABS 2007, Cat. No. 8129.0 *Business Use of Information Technology, 2005-06, p.4*.

ABS 2008, Cat. No. 8167.0 *Selected Characteristics of Australian Business – Business Use of Information Technology 2006-07*.

- strategic advice on reform of current regulation regarding infrastructure to make it work more effectively, particularly during the roll-out of the National Broadband Network; and
- support the efficient management and allocation of radio frequency spectrum through continued development of policy advice to address changing consumer and industry demand for spectrum, including reallocation where appropriate of radio-frequency spectrum to highest value use to the community.

The Broadband and Communications Infrastructure program's contribution to the Department's outcome is assessed by the availability of world class voice and data communications infrastructure across Australia and a regulatory environment that promotes the efficiency of industry and Government investment decisions.

2. The **Telecommunications, Online and Postal Services** program assists Australians to make best use of broadband and communications infrastructure.

Internationally competitive services at affordable prices assist Australians and Australian businesses to compete with the rest of the world and to realise the full potential of the digital economy. In 2007, Australia ranked 14th in the Organisation for Economic Co-operation and Development (OECD)³ on the percentage of households with home internet access and 16th on the number of broadband subscribers per 100 inhabitants.

The Australian telecommunications market has over 370 voice service providers and over 420 data (internet) service providers operating across fixed line, terrestrial wireless and satellite technologies. Over 95 per cent of Australian homes and businesses can select one of three terrestrial networks for their mobile voice and data services.

Major projects and strategic activities during 2009-10 that support service innovation, availability of reasonably priced and reliable voice and data services and address barriers to household and business engagement, include:

- regulating the sector to support availability of essential and reliable services and the protection of consumer interests, for example through universal service arrangements and the customer service guarantee;
- improving communication services for those living and working in regional, rural and remote Australia through:
 - subsidising the purchase of satellite phone handsets through the Satellite Phone Subsidy Scheme for people living in or regularly conducting business outside the reach of mobile phone networks;
 - the Indigenous Communications Program, which has two elements: maintaining existing community phones and providing additional community phones in remote Indigenous communities to help address community safety and improve access to government and other services; and

³ Broadband subscriptions 2007, *The Future of the Internet Economy*. OECD

improving the availability of public access internet services in remote Indigenous communities with limited or no public access to the internet and providing training in the use of the internet to boost engagement in the digital economy;

- delivery of the Government’s Rural and Regional National Broadband Network Initiatives; and
 - the Australian Broadband Guarantee program, which targets areas under-served by broadband, particularly for homes and businesses in the more remote parts of Australia.
- Activities that support more innovative delivery of services nationally, include:
 - the Digital Regions Initiative which supports cross-regional deployment of successful innovative broadband and communications applications in the health, education and emergency service sectors; and
 - the Information and Communications Technology Centre of Excellence program which supports the innovative use of Australia’s broadband, information and communications infrastructure by conducting and commercialising research and development through knowledge generation and protection (patents), licensing and revenue through spin-off enterprises; and sponsoring and conducting training in Information and Communications Technology (ICT) research and commercialisation.
 - Major activities during 2009-10 that support and protect the interests of consumers include:
 - supporting the Australian Communications Consumer Action Network (ACCAN) to represent telecommunications consumers and undertake research in order to achieve better outcomes for consumers through the Consumer Representation Grants Program; and
 - continuing implementation of the cyber-safety and e-Security awareness and support initiatives and implementation of the Government’s Cyber-safety Plan in collaboration with the Australian Communication and Media Authority (ACMA) and other government agencies.

The key contributions of the Telecommunications, Online and Postal Services program to the Department’s outcome are assessed by the affordability of world class voice and data communication services and use of these services by Australians to engage in the digital economy. The benefits of increasing the engagement of both businesses and consumers in the digital economy include: realising productivity gains, developing innovative services and business models, and better integration between regional, national and global economies.

3. The **Broadcasting and Digital Television** program supports access to high quality and diverse broadcasting services that deliver content consistent with community expectations and needs. Major projects and strategic activities for 2009-10 include:

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- coordinating the switchover to digital television, with the switchover completed by the end of 2013. In 2009-10, the Department will coordinate and oversight switchover across Australia, focusing on the first region to switch, the Sunraysia region of Victoria. The Government will also initiate a three-year information and communications program to raise public awareness of switchover and initiate a technical and installation support program to assist eligible Australians in regional South Australia, Victoria and Queensland;
- oversight of ABC and SBS funding matters, approvals for the rollout of new digital television and digital and other radio services, and assisting in the process of board appointments; and
- provision of advice on the broadcasting regulatory environment, including the operation of media ownership laws, broadcasting content issues and undertaking a statutory review of the anti-siphoning scheme.

The key contributions of the Broadcasting and Digital Television program to the Department's outcome are assessed by the availability of high quality and diverse broadcasting services and engagement of the public and broadcasters in the switchover to digital television.

Outcome 1 Budgeted Expenses and Resources

Table 2.1 provides an overview of the total expenses for Outcome 1, by program.

Table 2.1: Budgeted Expenses and Resources for Outcome 1

	2008-09 Estimated Actual Expenses \$'000	2009-10 Estimated Expenses \$'000
Outcome 1: Develop a vibrant, sustainable and internationally competitive broadband, broadcasting and communications sector, through policy development, advice and program delivery, which promotes the digital economy for all Australians		
Program 1.1: Broadband and Communications Infrastructure		
<i>Administered Expenses</i>	6,341	6,335
Ordinary Annual Services (Appropriation Bill No. 1)	6,341	6,335
Other Services (Appropriation Bill No. 2)	-	-
Special Accounts	-	-
<i>Departmental Expenses</i>	31,245	67,402
Ordinary Annual Services (Appropriation Bill No. 1)	30,933	67,085
Revenues from Independent Sources (Section 31)	255	222
Special Accounts	-	-
Expenses not requiring Appropriation in the Budget year ¹	57	96
Total for Program 1.1	37,586	73,737
Program 1.2: Telecommunications, Online and Postal Services		
<i>Administered Expenses</i>	166,814	144,844
Ordinary Annual Services (Appropriation Bill No. 1)	166,435	143,600
Other Services (Appropriation Bill No. 2)	-	1,244
Special Accounts	379	-
<i>Departmental Expenses</i>	59,265	60,960
Ordinary Annual Services (Appropriation Bill No. 1)	58,021	60,218
Revenues from Independent Sources (Section 31)	831	474
Special Accounts	70	-
Expenses not requiring Appropriation in the Budget year ¹	343	267
Total for Program 1.2	226,079	205,804
Program 1.3: Broadcasting and Digital Television		
<i>Administered Expenses</i>	17,497	46,309
Ordinary Annual Services (Appropriation Bill No. 1)	17,497	46,309
Other Services (Appropriation Bill No. 2)	-	-
<i>Departmental Expenses</i>	28,536	35,884
Ordinary Annual Services (Appropriation Bill No. 1)	28,121	35,503
Revenues from Independent Sources (Section 31)	346	274
Expenses not requiring Appropriation in the Budget year ¹	70	107
Total for Program 1.3	46,033	82,193

Table 2.1: Budgeted Expenses and Resources for Outcome 1 (Continued)

Outcome 1: Develop a vibrant, sustainable and internationally competitive broadband, broadcasting and communications sector, through policy development, advice and program delivery, which promotes the digital economy for all Australians	2008-09	2009-10
	Estimated Actual Expenses \$'000	Estimated Expenses \$'000
Outcome 1 Totals by Appropriation type		
<i>Administered Expenses</i>	190,652	197,488
Ordinary Annual Services (Appropriation Bill No. 1)	190,273	196,244
Other Services (Appropriation Bill No. 2)	-	1,244
Special Accounts	379	-
<i>Departmental Expenses</i>	119,046	164,246
Ordinary Annual Services (Appropriation Bill No. 1)	117,075	162,806
Revenues from Independent Sources (Section 31)	1,431	970
Special Accounts	70	-
Expenses not requiring Appropriation in the Budget year ¹	470	470
Total Expenses for Outcome 1	309,698	361,734
	2008-09	2009-10
Average Staffing Level (number)	631	674

1 Expenses not requiring Appropriation in the Budget year is the difference between the total Departmental Expenses and Appropriations.

Note: Departmental Appropriation splits and totals are indicative estimates and may change in the course of the budget year as government priorities change.

Contributions to Outcome 1

Program 1.1: Broadband and Communications Infrastructure

Program objective

To facilitate the increased availability of fast, affordable and reliable broadband and communications infrastructure across Australia.

Program expenses

The increase in administered expenses in 2010-11 reflects the depreciation expense associated with the roll out of the National Broadband Network – regional backbone blackspots program.

With the exception of the one-off funding in 2009-10 associated with the start up of the National Broadband Network initiative, including the implementation study, Policy and Program Support expenses remain broadly unchanged over the forward years.

(\$'000)	2008-09 Revised budget	2009-10 Budget	2010-11 Forward year 1	2011-12 Forward year 2	2012-13 Forward year 3
Annual Administered Expenses:					
<i>International Organisations Contributions</i>	6,341	6,335	6,335	6,335	6,335
<i>National Broadband Network - Regional Backbone Blackspots Program</i>	-	-	6,250	6,250	6,250
Special Account Expenses:	-	-	-	-	-
Policy & Program Support	31,188	67,306	14,512	14,859	14,434
Expenses not requiring Appropriation in the Budget year ¹	57	96	47	52	83
Total Program Expenses	37,586	73,737	27,144	27,496	27,102

¹ Expenses not requiring Appropriation in the Budget year is the difference between the total Departmental Expenses and Appropriations.

Program 1.1 Deliverables

The Australian telecommunications and internet services market and the regulatory framework including instruments such as the Universal Service Obligation, have produced telecommunications infrastructure encompassing fixed line, terrestrial wireless and satellite technologies capable of providing services to nearly all Australians.

The key deliverables and services for the Department's Broadband and Communications Infrastructure program include:

- implementing the Government's enhanced National Broadband Network initiative. In 2009-10, the key deliverables for this initiative are to:
 - progress legislation that will govern the company established to roll-out and operate the national broadband network, and facilitate the rollout of fibre networks, including by mandating fibre connections in greenfield developments;
 - complete an implementation study to provide advice on the operating arrangements for the company established to roll-out and operate the national broadband network, detailed network design options to attract private sector investment in the company established to roll-out and operate the national broadband network and related matters;
 - appoint permanent directors to the company established to roll-out and operate the national broadband network;
 - progress implementation of the Regional Backbone Blackspots Initiative; and
 - finalise and implement an agreement with the Tasmanian Government to facilitate early roll-out of broadband infrastructure and services in Tasmania.
- progressing legislative reforms to make the existing regulatory framework work more effectively, particularly during the roll-out of the National Broadband Network;
- providing policy advice on Australia's radio frequency spectrum assets in the interests of Australian consumers and the economy, while providing certainty to wireless broadband, broadcasting and communications service providers; and
- determining options for an appropriate digital dividend from the analog television shut-off to allow for more efficient use of radiofrequency spectrum. Progress Government consideration on the reissue of expiring 15 year spectrum licences which provide the major 2G and 3G mobile phone services.

Program 1.1 Key Performance Information

The Department will provide timely and effective policy advice on implementing the National Broadband Network initiative, including by completing an implementation study. Specific performance information will be developed following the outcomes of the implementation study.

The Department will advise on regulatory reforms to existing telecommunications legislation. The Department aims to ensure wholesale customers of the National Broadband Network access its services on an equivalent basis, having regard to both price and non-price terms and conditions.

The Department expects its role in policy advice and development of the legislative framework of spectrum to produce greater transparency and contestability on the most efficient use by the public and private sector.

Program 1.2: Telecommunications, Online and Postal Services

Program objective

- To support all Australians to safely and securely realise the full potential of the digital economy. Ensure the availability and reliability to consumers and businesses of reasonably priced basic and essential communications services.

Linked to

Elements of the following administered items in Program 1.2 are also delivered by other agencies:

- Cyber-safety is also delivered through the Australian Communications and Media Authority, the Australian Federal Police, and the Office of the Director of Public Prosecutions;
- elements of the Government's e-Security National Agenda programs are also delivered through the Attorney-General's Department, the Australian Communications and Media Authority, the Australian Federal Police, the Australian Government Information Management Office and the Defence Signals Directorate;
- the ABC will deliver the ABC Local Regional Broadband Hubs announced as part of the Rural and Regional National Broadband Network Initiative, which will encourage and assist the development of user generated content and establish more than 50 enhanced community web sites and portals, creating 'virtual town squares' for communities to share experiences;
- the ICT Centre of Excellence program is also delivered through the Australian Research Council;
- the Regional Telecommunications Review Response is also appropriated through the Department of the Treasury. Further information on these

arrangements can be found in the Portfolio Budget Statements of the Treasury and in Budget Paper No. 3; and

- the Australian Communications and Media Authority recoups the cost of the Consumer Representation Grants Program allocated to ACCAN (under section 593 of the *Telecommunications Act 1997*) from licenced carriers under the *Telecommunications (Carrier Licence Charges) Act 1997*.

Program expenses

Total program expenses decrease in 2009-10 in line with an anticipated reduction in claims associated with the Australian Broadband Guarantee program and the phasing out of the Connect Australia program, offset in part by a one-off increase in funding for the Cyber-safety program.

The further decreases across the forward years reflect reductions in funding for these three programs, offset in part by the response to the Regional Telecommunications Review.

	2008-09 Revised budget	2009-10 Budget	2010-11 Forward year 1	2011-12 Forward year 2	2012-13 Forward year 3
(\$'000)					
Annual Administered Expenses:					
<i>Australian Broadband Guarantee</i>	85,800	59,150	46,366	38,867	-
<i>Consumer Representation Grants Program¹</i>	1,500	2,000	2,030	2,073	2,112
<i>Connect Australia</i>	46,645	18,647	915	-	-
<i>Cyber-safety</i>	3,790	30,505	4,676	3,625	3,693
<i>E-Security</i>	1,079	1,142	1,461	1,491	1,519
<i>ICT Centre of Excellence</i>	27,338	25,437	25,946	25,000	23,750
<i>Regional Telecommunications Review Response²</i>	-	7,963	14,006	17,271	10,048
<i>Telecommunications Action Plan for Remote Indigenous Communities</i>	283	-	-	-	-
Special Account Expenses:					
<i>Communications Fund Special Account</i>	379	-	-	-	-
<i>International Aid Special Account s20 FMA Act</i>	70	-	-	-	-
Policy & Program Support	58,852	60,692	53,342	50,690	45,628
Expenses not requiring Appropriation in the Budget year ³	343	267	256	262	266
Total Program Expenses	226,079	205,804	148,998	139,280	87,016

- 1 Consumer Representation Grants Program was previously known as the Telecommunications Consumer Representation and Research program.
- 2 Figures include \$12.8m over four years for the enhanced Digital Regions Initiative announced under the Rural and Regional National Broadband Network Initiative.
- 3 Expenses not requiring Appropriation in the Budget year is the difference between the total Departmental Expenses and appropriations.

Program 1.2 Deliverables

The Telecommunications, Online and Postal Services program includes the following deliverables and services that address the cost to consumers and remote Indigenous communities in accessing Australia's telecommunications infrastructure and gaps in service availability:

- Improving **services** to regional, rural and remote Australia:
 - the Satellite Phone Subsidy provides support for Australians living or conducting business in areas outside the reach of terrestrial mobile phone networks;
 - under the Rural and Regional National Broadband Network Initiative, the appointment of rural National Broadband Network coordinators to encourage local government, community and business usage of broadband opportunities provided by the Regional Backbone Blackspots Program;
 - the Indigenous Communications Program. There are two key elements of this refocussed initiative:
 - : community phones: This element ensures the maintenance of an existing stock of community phones and provides additional community phones to remote Indigenous communities with baseline populations of less than 50 people; and
 - : computers and internet: This element will be implemented in collaboration with state and territory governments and Indigenous communities to provide computer and internet training and improved public internet access to remote Indigenous communities; and
 - the Australian Broadband Guarantee complements the National Broadband Network by subsidising access to metro-comparable broadband where not otherwise available while the new network is rolled out.
- Supporting the development and application of innovative use of online technologies, including:
 - supporting the Information and Communications Technology Centre of Excellence Program to enhance Australia's ICT capability, conduct ICT research and development and to provide ICT research training. The ICT Centre of Excellence provides partial and full scholarships for PhD students to work on ICT research projects and accredits the students through the Centre of Excellence's university partners; and
 - through the Digital Regions Initiative, which builds on other government projects to support cross-regional and national deployment of successful, innovative digital service delivery models in health, education and emergency services. This initiative has been boosted through the Rural and Regional National Broadband Network Initiative which will accelerate the benefits to regional communities of access to high-speed broadband with a

focus on improving health, education and emergency service delivery.

- Supporting and protecting the interests of consumers through:
 - establishment of, and funding for, ACCAN through the Consumer Representation Grants program to represent telecommunications consumers and undertake research in order to achieve better outcomes for consumers;
 - cyber-safety initiatives to inform and educate parents and children about the risks of internet use and provide internet safety advice, tools and online help to the Australian community, particularly parents, and education resources to schools. Develop options for Government consideration of Internet Service Provider level filtering following the report of the current pilot. Providing moderation of the Youth Advisory Group online forum; and
 - e-Security initiatives to inform and educate Australian consumers and small businesses about the risk of financial fraud and loss of personal information over the internet and the availability of controls. e-Security education modules will be distributed to every school in Australia during 2009-10.

Deliverables	2008-09 Revised budget	2009-10 Budget	2010-11 Forward year 1	2011-12 Forward year 2	2012-13 Forward year 3
Regional Services					
Satellite phone scheme subsidies provided	1,000	2,935	2,445	2,480	3,500
Number of phones monitored and maintained in remote Indigenous communities	250	300	400	500	550
Number of of remote Indigenous communities with new or improved public internet access	-	60	120	120	120
Number of remote Indigenous communities provided with computer and internet training	-	30	60	60	60
Australian Broadband Guarantee Connections subsidised	34,300	22,750	17,200	13,900	-

Program 1.2 Key Performance Information

Regional Services

- Satellite Phone Subsidy Scheme: extent to which people, particularly those living in non-coverage areas, are aware of the scheme and take it up;
- Indigenous Communications: Community Phones: extent to which the phones are in operation, particularly for emergency purposes in remote Indigenous communities of less than 50 people;
- Indigenous Communications: Internet: availability and usage of public internet access facilities in remote Indigenous communities; and
- Australian Broadband Guarantee: take up of broadband services in regional Australia, particularly in areas where there are no terrestrial wireless broadband services.

Service innovation

- National ICT Australia (NICTA): contribution to:
 - commercialisation of ICT and online innovation; and
 - development of ICT and online research and commercialisation skills.
- Digital Regions Initiative: Extent of health, education, and emergency service benefits to regional Australia from innovative use of broadband applications.

Consumers

- Recognition of ACCAN as an effective peak communications consumer representative and advocacy body;
- Progress in resolving key consumer issues (eg international mobile roaming charges and complaints about mobile premium services);
- Extent to which Australian households and small businesses are aware of and adopt appropriate actions to address cyber-security and cyber-safety risks; and
- Proportion of Youth Advisory Group (YAG) members actively participating in online YAG discussions and the Minister's feedback on the Department's support of YAG.

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Key Performance Indicators	2008-09 Revised budget	2009-10 Budget Target	2010-11 Forward year 1	2011-12 Forward year 2	2012-13 Forward year 3
Regional services					
Average percentage of time remote Indigenous community phones are fault free each month	-	90	90	90	90
Number of people in remote Indigenous communities with improved access to internet services	-	600	12,000	12,000	12,000
Number of people in remote Indigenous communities participating in computer and internet training	-	1,200	2,400	2,400	2,400
National innovation ¹					
Level of commercial revenue generated by the ICT Centre of Excellence (\$million)	2	2	2		
PhD candidates sponsored by the ICT Centre of Excellence	265	253	250		
Number of Australian jobs in ICT Centre of Excellence spin outs	77	94	114		
Consumer protection					
Proportion of Australian Year 3 and Year 9 School students using the e-Security Education Package	40%	60%	70%		

1 Performance Indicators associated with the new measure are yet to be negotiated.

Program 1.3: Broadcasting and Digital Television

Program objective

Ensure the smooth transition to digital television by the end of 2013. Support access to high quality and diverse broadcasting services that deliver content consistent with Australia's diverse community expectations.

Linked to

The switchover to digital television will be overseen and co-ordinated by the Department's Digital Switchover Taskforce in close cooperation with:

- the Australian Communications and Media Authority (ACMA), which will provide a range of regulatory advice and technical support throughout the process;
- Centrelink, which will play a key role in the delivery of the household assistance element of the package; and
- the Australian Broadcasting Corporation (ABC) and the Special Broadcasting Service Corporation (SBS), which are part of the digital switchover process and the Government is supporting their conversion to digital. Funding under the ABC and SBS Digital Interference Scheme helps support the national broadcasters' share of the cost of managing interference caused by new digital services.

The Department also works closely with ACMA on other broadcasting matters.

Program expenses

Total program expense variations primarily reflect funding for the switch to digital television across regional South Australia, Victoria and Queensland. In 2009-10, funding increases in the Community Broadcasting Program for the conversion of community radio from analog to digital broadcasting also add to total expenses.

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	2008-09 Revised budget	2009-10 Budget	2010-11 Forward year 1	2011-12 Forward year 2	2012-13 Forward year 3
(\$'000)					
Annual Administered Expenses:					
<i>ABC & SBS Digital Interference Scheme</i>	100	100	1,475	-	-
<i>Community Broadcasting Program</i>	8,707	16,323	11,631	11,864	11,480
<i>Digital Television Switchover</i>	7,404	26,919	47,330	38,015	-
<i>National Transmission Network Residual Funding Pool</i>	670	133	137	140	525
<i>Regional Equalisation Plan</i>	300	1,300	1,300	1,000	1,000
<i>Television Towers</i>	316	nfp ¹	-	-	-
Policy & Program Support	28,466	35,777	35,014	31,537	26,401
Expenses not requiring Appropriation in the Budget year ²	70	107	167	156	121
Total Program Expenses	46,033	80,659	97,054	82,712	39,527

1 'nfp' = not for publication. Provision has been made for funding in the 2009-10 Budget. However, contracts for the provision of services have not been negotiated.

2 Expenses not requiring Appropriation in the Budget year is the difference between the total Departmental Expenses and Appropriations.

Program 1.3 Deliverables

Key deliverables and services for the Department's Broadcasting and Digital Television program are:

- the switchover from analog to digital television transmission by the end of 2013. In 2009-10, the Department will:
 - coordinate and oversight switchover across Australia focussing on the Sunraysia region of Victoria, the first region to switch;
 - conduct an information and communications program to raise public awareness and understanding of switchover to encourage action required to get ready;
 - maintain the digital switchover labelling scheme with equipment importers and in retail outlets; and
 - provide practical end-to-end technical and installation services for maximum benefit to aged and disability support pensioners, carers payees and equivalent war service pensioners and income support supplement payees.
- supporting the Minister on ABC and SBS policy and funding matters, and approvals for plans for rollout of additional services including digital television and radio, and NewsRadio services. Implementation of Board appointments, including development of legislation on appointments. In 2009-10, the next appointment is the SBS Chair;
- advising the Minister on broadcasting policy matters such as media ownership, anti-siphoning and digital radio; and
- providing funding to the Community Broadcasting Foundation to assist with the delivery of community radio services, including for digital radio in 2009-10.

Program 1.3 Key Performance Indicators

All Australians have access to a range of free to air national and commercial television and radio services and subscription television and radio services. Community broadcasting services are also widespread with community television operating in major cities and some regional centres and over 340 (as at September 2008) community radio stations across the country.

The Department assesses the effectiveness of the switchover to digital television through the Digital Tracker by monitoring the following indicators for each switchover region on a quarterly basis:

- awareness of switchover to digital television;
- understanding of what needs to be done to prepare for switchover;
- attitudes towards digital switchover;
- intentions to convert to digital television;
- the proportion of Australians with access to a digital television signal;
- satisfaction with digital television; and
- the proportion of Australians who have switched over.